WISP NEWS

A weekly newsletter for agency administrators and users of Wisconsin ServicePoint (WISP)
http://wisp.wi.gov
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Tips and Tricks – Using SkanPoint. When SkanPoint first became available as an option for WISP we perceived it as something useful for larger emergency shelters who had high volumes of client checkins occurring daily. Then we suggested using it for those programs who had regular groups who received services on some sort of regular basis, such as counseling groups where you had 15 clients who were in the same counseling group, or perhaps a food pantry where the same families were in week after week. These uses all involve recording services provided to multiple clients at the same time, and continue to be good uses for SkanPoint.

However there is an <u>additional reason</u> why you may want to have SkanPoint activated for one or more of your users – <u>quickly accessing client records for updates</u> and improving data quality.

How it works. When you have SkanPoint, you have an additional field that is displayed on the ClientPoint lookup page. This additional field displays at the bottom of the screen and allows you to type in the UID (client unique ID number) and then go directly to that client's record. You do not enter any part of the client's first or last name; you do not select the client record from any list on your screen, by simply typing in the client UID number, you go directly to the client record!

Why would you do this? Let's say you are looking at the data for a number of clients, and need to enter one or more fields of data for a number of clients. This list of clients could have come from a ReportWriter listing or from a standard report where you discovered that data for a number of clients was missing. Without SkanPoint, you would have to type in the clients first name, last name and then look for your client from a potential list of client records, being careful to get the correct client. Using SkanPoint, you type in the UID number and go directly to the client, knowing that you have the correct client. This saves you a step and considerable time in accessing each record, and is especially useful when you have several client records to access and update.

Some programs around the country have gone a step further and actually have created client ID cards for their clients and then have the client present the card when receiving service. The agency then enters the client information using the ID number on the card rather than doing the client lookup. We will have more information on client ID cards in future newsletters.

If you want **to start using SkanPoint** (or just to try it out), you can do so immediately. This is something that the Agency Administrator handles for their users. Going to Admin, then Users, the AA would open the Users account, and in the section titled Special Permissions, there is a checkbox that says "Allow User to Use the SkanPoint Module". By checking this box the user will have SkanPoint on their next login to WISP.

Give it a try and see what you think. If you decided you don't like it, just un-check the box. However, as more agencies are focusing on improving the data quality for reporting purposes, we believe that SkanPoint can be useful both to save time in locating the record, and insuring accuracy in finding the correct record.